

**SC CUSTOMER INFORMATION ADVISORY GROUP**  
**MEETING SUMMARY**  
**November 3, 1999**

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**Meeting Agenda**

- Review meeting agenda & action items (Willis / Griffin)
  - Recurring meeting setup in Outlook
  - Storage facility in progress
- Review IMSC Rollout Plans
  - Reference 1.0 / Execution Work Management 1.0
  - Schedule
  - Program Office briefs
  - Roadshow
    - Goal for all users: to “know what is coming”
  - Testing & training
    - Training by role
    - Multiple training sessions
  - Question – Can wizard like help facilities be integrated into the system to provide “Steps to completion of this task” type assistance?
    - Answer – Online help is being integrated. Is up to team for type and content. Wizard type help is available.
  - Question – How did the schedule look 12 months ago?
    - Answer – About 2 months behind due to team issues and to get testing and input issues in line.
  - Question – How can we make schedule more accurate?
    - We currently are incorporating changes into the schedule to take into consideration training, roll out, etc.
  - Question – Why was formulation done with a subset of SC?
    - To make strides. Working with Ralph’s shop, a subset was used to produce the paper prototype for review by the IMSC team.
  - Question – What is the procedure for allowing users to view data, etc. in the financial arena?
    - Answer – Execution Work Management 1.0 is more of an interface with FMIS. This just stages the data. Execution Work Management 1.1 will provide more “budget roll up” information. The accessibility will be by role (as talked about during the training bullet).
- Review FY 2000 1<sup>st</sup> Quarter Deliveries
  - SPA
    - Principles
    - Information Resource Catalog – Survey to be used to update the Information Resource Catalog.
    - Business Model – really need business user input to validate the business model.

- Data Architecture – really need business user review and input to validate the data entities.
  - Communications
    - IM Today
    - SC 621 home page update
    - Roadshow
    - SPA policies
- Question – Why is roadshow linked to the LAN? When will it be web based?
  - Answer – Currently, the roadshow is using ActiveX components and installed from the LAN. We are modifying it to run on the web without components.
- System Development
  - Execution Work Management 1.0
  - Reference 1.0
  - Retirement of Label System evaluation
- NOTE: – Evaluation of retirement systems will be brought to the Customer Group and IM Board after the Information Resource Catalog is updated.
- System Engineering
  - Workflow infrastructure
  - Retirement projects
  - Standard image
- Question – Is the 33% upgrade more like 50% this year, with the Windows 2000 on the desktop project?
  - Answer – The requirements of the security dictate modified hardware. Not sure of the percentage of machines to be upgraded, but all need to be at the standard for the Windows 2000 on the desktop. Hardware upgrade isn't until 3<sup>rd</sup> Quarter though.
- Question – Why
  - Answer – Currently with the NT and Novel logins, the system has to evaluate the whole search path on two network operating systems. With the completion of the NT project and the elimination of the Novell login, this will go away.
- AIM
  - Rollout, testing & training for above mentioned systems
- Support Center
  - NT Migration and small changes left to complete almost done.
  - Workstation software rollout.
- Question – Will Novell login be gone in Q1?
  - Answer – Yes, the middle to end of Q1.
- Question – What management of the firewall does SC have? Currently, some URLs cannot be retrieved from within the firewall.
  - Answer – None, this is DOE corporate. Send offending URLs to the Support Center for assistance in resolution.
- Question – What is the situation with Netscape support?
  - Answer – The product is in retirement and is supported on the LAN only.
- Question – Can we have our “favorites” ported from Netscape to IE?

- Answer – Yes, call the Support Center.
- Question – What about the Netscape – PDF situation?
  - Answer – Yes, call the Support Center with issues. Current IE handles PDF's better then in the past.

### **Meeting Attendees**

<b>Name</b>	<b>Organization</b>	<b>Contact Information</b>
John Willis – Chair	SC-55	3-4095
Ted Griffin – Exec. Sec.	SC-621	3-4602
Steve Buswell	SC-7	3-9741
Cathy Hanlin	SC-23	3-1965
Dean Oyler	SC-22	3-6394
Marvin Stodolsky	SC-72	3-4475
Emily Knouse	SC-622	3-1577
Sharon Betson	SC-73	3-3213
Steve Eckstrand	SC-55	3-5546
Shahida Afzal	SC-50	3-4941
Dick Yockman	SC-621	3-3394
Gene Hughes	SC-621	3-5409
Pat Flannery	SC-621	3-9002
Robbie Green	SC-621	3-5015
Pat Rice	SC-621	3-4556
Jason Kruse	SC-621	3-6592
Michael Lynott	SC-621	3-6409
David Wigtil	SC-621	3-5730
Tom Lombardo	SC-621	3-1312
Linda Vargas	SC-621	3-5312
Anne Priebe	SC-621	3-2449

### **Action Items**

- Action: SC621 will provide a list of planned actions for the first quarter that will “touch the desktop.
- Action: SC621 will provide a list of potential future agenda items.

### **“Parking Lot” Items**

#### **Cyber Security**

- Concern with cyber security was brought up. Given the current uncertain status of the cyber security efforts and the deadline of Jan. 2000, it was recommended that this issue be placed in the parking lot until definitive information is available for review.

#### **SC Interaction Process**

- How issues are handled within the SC Support Center and 621.

#### **Upgrade Details**

- Hardware and software details of upgrades to the “Standard Image” platform.  
What software will be available where and how?

#### **Informational Items**

- Curt wants to brief the Customer Group on the Departmental IA effort.

#### **Proposed 11/10/99 Meeting Agenda**

- Bobbi and Dean will present what the users will get at their desktop from the implementation of EWM 1.0 and Reference 1.0
- Curt Bolton will present an update from the DOE Information Architecture Program